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Amendments To The Claims

This listing of claims will replace all prior versions, and listing, of claims in the application:

1. (currently amended) A method for managing customer and product information, comprising:

accessing a customer database including customer records, wherein each customer record tracks a customer;

accessing a product database including product records, wherein each product record tracks a product;

accessing inventory information;

accessing a multi-functional customer relationship management tool which enables specific access to and manipulation of the customer and product databases by at least multiple different ~~client~~-representatives, each representative having unique login information, and at least one of said representatives having different capabilities than another of said representatives respectively representing multiple different clients;

~~allowing detecting a first unique login of a first client representative;~~

granting access to a first subset of said customer and product databases based on said detecting said first unique login, said granting access allowing said first

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~~representative associated with a first client, to review and
modify previous customer contacts, product information, and
servicing information associated with a customer of said first
client said first subset, but not allowing said first client
representative to access any of customer contacts, product
information or service associated with other clients, other than
said first client information other than said first subset
including not allowing said first representative to access said
inventory information;~~

enabling the first representative to update the customer
database only for customers associated with said first
~~clientsubset~~, from information received from the customer to add
or modify a specific customer record logging the customer contact
and recording any new product or warranty purchase information,
service request, return merchandise request, or
complaint;

~~detecting a second unique login of a second representative;~~
and

allowing a ~~said second client~~ representative, associated
with a ~~second client~~, ~~access to a second subset of information to
review previous customer contacts, product information, and
servicing information associated with a customer of said second
client, but not allowing said second client representative to
access any of customer contacts, product information or service
associated with other clients, other than said second client,~~

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~~including not allowing said second client representative to access any of customer contacts, product information or service associated with said first including said inventory information, to update inventory information in a product record regarding a product at a warehouse location client.~~

2. (Previously presented) The method of claim 1, wherein said multi-functional customer relationship management tool includes a plurality of modules, and the plurality of modules includes at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

3. (Previously presented) The method of claim 1, further comprising:

transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters data to update the customer database.

4. (Previously presented) The method of claim 1, further comprising:

transmitting to the at least one client representative over the Internet an input page in which the at least one client

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representative enters search information to request customer record information from the customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

transmitting the information page to the at least one client representative over the Internet.

5. (canceled)

6. (canceled)

7. (Previously presented) The method of claim 1 further comprising:

providing problem and solution codes that are selectable by the at least one client representative; and

recording any additions or modifications in either the customer or product records using the problem and solution codes.

8. (Previously presented) The method of claim 7, wherein a contact from the customer is by an e-mail and an email module is used to respond back to the customer, wherein the e-mail module

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scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes, and e-mail templates are used to form a response to the customer.

9. (Previously presented) The method of claim 1, further comprising: interlinking with a front-end GUI to display an image of a product and information about the product over the Internet; processing a payment for a purchase of the product or an extended warranty from information stored in one of the customer records in the customer database; updating the customer and product records to account for the purchase of the product; and updating the customer record to account for the purchase of the extended warranty.

10. (canceled)

11. (Previously presented) The method of claim 1, further comprising:
enabling access to a return merchandise management module by a repair facility representative; and
producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

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12. (Original) The method of claim 9, further comprising:
producing a printable sheet with information on the purchase of
the product.

13. (Original) The method of claim 1, further comprising:
producing a report based on information from the customer and
product records.

14. (Previously presented) The method of claim 1, further
comprising: interlinking a third party shipping software with the
product database; and updating the product database from
information received from the third party shipping software to
add or modify a specific product record indicating shipping
information about the product.

15. (canceled)

16. (canceled)

17. (canceled)

18. (canceled)

19. (canceled)

20. (canceled)

21. (canceled)

22. (canceled)

23 . (canceled)

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24. (canceled)

25. (canceled)

26. (canceled)

27. (canceled)

28. (canceled)

29. (currently amended) A computer readable medium containing a set of instructions for a general purpose computer having a user interface comprising a mouse and a screen display, the set of instructions comprising instructions causing at least one computer to perform:

accessing a customer database including customer records, wherein each customer record tracks a customer;

accessing a product database including product records, wherein each product record tracks a product;

accessing inventory information;

accessing a multi-functional customer relationship management tool, wherein each module enables specific access to and manipulation of the customer and product databases by multiple different ~~client~~ representatives, ~~respectively representing multiple different clients~~ each representative having unique login information, and at least one of said representatives having different capabilities than another of said representatives;

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~~allowing detecting a first unique login of a first~~
~~representative;~~

~~granting access to a first subset of said customer and~~
~~product databases based on said detecting said first unique~~
~~login, said granting access allowing said first representative a~~
~~first client representative, associated with a first client, to~~
~~review previous customer contacts, product information, and~~
~~servicing information associated with a of said first client, but~~
~~not allowing said first-client representative to access any of~~
~~customer contacts, product information or service associated with~~
~~other clients, other than said first client information other than~~
~~said first subset including not allowing said first~~
~~representative to access said inventory information;~~

enabling the first ~~client~~ representative to update the
customer database only for customers associated with said first
~~client subset~~, from information received from the customer to add
or modify a specific customer record logging the customer contact
and recording any new product or warranty purchase information,
service request, return merchandise request, or complaint using
at least one of the plurality of modules;

~~detecting a second unique login of a second representative;~~
and

allowing a ~~said second client~~ representative, associated
with a second client, to review previous customer contacts,
~~product information, and servicing information associated with a~~

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~~customer of said second client, but not allowing said second client representative to access any of customer contacts, product information or service associated with other clients, other than said second client, including not allowing said second client representative to access any of customer contacts, product information or service associated with said first client access~~
to a second subset of information including said inventory information, to update inventory information in a product record regarding a product at a warehouse location.

30. (Previously presented) The program of claim 29, wherein said multi-functional customer relationship management tool includes a plurality of modules, and the plurality of modules includes at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

31. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:
transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters data to update the customer database.

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32. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:

transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database; receiving the input page transmitted by the at least one client representative including a request for customer record information; generating an information page including customer record information for the customer record specified in the received input page; and transmitting the information page to the at least one client representative over the Internet.

33. (canceled)

34. (canceled)

35. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:
providing problem and solution codes that are selectable by the at least one client representative; and
recording any additions or modifications in either the customer or product records using the problem and solution codes.

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36. (Previously presented) The program of claim 29, wherein a contact from the customer is by an e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response to the customer.

37. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: interlinking with a front-end GUI to display an image of a product and information about the product over the Internet; processing a payment for a purchase of the product or an extended warranty from the information stored in one of the customer records in the customer database; updating the customer and product records to account for the purchase of the product; and updating the customer record to account for the purchase of the extended warranty.

38. (canceled)

39. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: enabling access to a return merchandise management module by a repair facility representative; and producing a printable sheet

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with a bar code identifying a returned product using a commercial bar code font to code the bar code.

40. (Previously presented) The program of claim 37, further capable of causing at least one computer to perform: producing a printable sheet with information on the purchase of the product.

41. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: producing a report based on information from the customer and product records.

42. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:

interlinking a third party shipping software with the product database; and

updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

43. (Currently Amended) A system for managing customer and product information comprising:

a customer database including customer records;

a product database including product records;

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an inventory database including inventory information; and
a multi-functional customer relationship management tool
including a plurality of modules controlled by a processor ~~—said~~
plurality of modules including at least a customer interaction
module that allows interaction with a customer, a return
merchandise management module that allows returning products, a
warranty administration module that allows determining warranty
information for a product, an inventory management module that
allows determining and updating inventory, each of said modules
operating based on operations of said processor;

the processor of the multi-functional customer relationship
management tool configured to detect a first unique login of a
first representative and to enable a first client ~~representative,~~
~~associated with a first client~~ to interact with a first subset of
said customer and product databases based on said detecting said
first unique login, said granting access allowing said first
representative to access a customer of said first client, a
return merchandise management module that allows returning
products ~~associated with said first client,~~ a warranty
administration module that allows determining warranty
information for a product associated with said first client, ~~but~~
~~not~~ an inventory management module that allows determining and
updating inventory said first client, but not allowing said first
client representative to access any of a customer of client
other than said first client, or to allow returning products

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~~associated with any client other than said first client, or to determine warranty information for a product associated with any client other than said first client, or to allow determining and updating inventory of any client other than said first client,~~

the processor of said multi-functional customer relationship management tool further configured to detect a second unique logic of a second representative and to enable a second client representative associated with a second client to interact with a a second subset of information customer of said second client, a ~~return merchandise management module that allows returning products associated with said second client, a warranty administration module that allows determining warranty information for a product associated with said second client,~~ that allows access to an inventory management module that allows determining and updating inventory ~~said second client, but not allowing said second client representative to access any of a customer of clients other than said second client, or to allow returning products associated with any client other than said second client, or to determine warranty information for a product associated with any client other than said second client, or to allow determining and updating inventory of any client other than said second client, including not allowing said second client representative to access a customer of said first client, or to allow returning products associated with said first client, or to~~

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~~determine warranty information for a product associated with said first client, or to allow determining and updating inventory of said first client,~~

wherein said inventory management module also interfaces with another module, located at a different site from the first client representative, to update inventory information in a product record for said first client regarding a product at a warehouse location associated with said first client.

44. (cancelled).

45. (Previously presented) The system of claim 43, further comprising: a database interface configured to create an input page in which the at least one client representative is able to enter data to update the customer database; and an HTTP server configured to transmit the input page over the Internet to the at least one client representative.

46. (Previously presented) The system of claim 43, further comprising: a database interface configured to create an input page in which the at least one client representative is able to enter search information to request customer information from the customer database; and

an HTTP server configured to transmit the input page over the Internet to the at least one client representative, and to receive a modified input page transmitted by the at least one client representative including a request for customer record information,
the database interface further configured to generate an information page including customer record information for the customer record specified in a received modified input page,
the HTTP server further configured to transmit the information page to the at least one client representative over the Internet.

47. (Previously presented) The system of claim 43, wherein the multi-function customer relationship management tool is configured to provide problem and solution codes that are selectable by the at least one client representative and to record additions or modifications in one of the product records or one of the customer records using selected problem and solution codes.

48. (Previously presented) The system of claim 43, wherein the plurality of modules further includes an email module configured to enable the at least one client representative to respond to an email received from a customer, to scan the email for key words, to categorize the email for appropriate response using

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predetermined problem and solution codes, and to use an email template to generate a response to the customer.

49. (Previously presented) The system of claim 43, wherein the plurality of modules includes a credit card processing module for processing a purchase of a product or an extended warranty using information stored in a customer record.

50. (Previously presented) The system of claim 43, wherein the plurality of modules includes a return merchandise management module configured to enable a repair facility representative to access customer records in the customer database and configured to generate a bar code using a commercial bar code font to identify a returned product.

51. (Previously presented) The system of claim 43, wherein the plurality of modules includes a report module configured to enable the at least one client representative to create a report including information from the customer records and the product records.

52. (Previously presented) The system of claim 43, wherein the plurality of modules includes an inventory module integrated with third party shipping software, the inventory module configured to

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add or modify a specific product record to include shipping
information about a product.